



HARBOUR HOSPICE TRUST

# Impact report

1 July 2020 - 30 June 2021





**Harbour Hospice Trust Board**

- Ann Tod *Chair*
- Nicolette Bodewes *Deputy Chair*
- Stephanie Paxton-Penman
- Wilf Marley
- James Grigor
- Carmel Conaghan
- Gillian Cossey
- Des Adams
- Kerry Francis
- Ken Noble

**Senior Management**

- Jan Nichols *Chief Executive*
- Bev Platt *Clinical Services Manager*
- Chris Meade *Service Improvement Manager*
- Paul Roberts *Chief Financial Officer*
- Jennifer Green *People & Culture Manager*
- Mary Richards *People & Culture Manager (Sept 2020 – May 2021)*
- Amanda Fowler *Organisational Development Manager*
- Dianna Lints *Operations Manager*
- Maria Baird *Retail Services Manager*
- Sandy McGregor *Fundraising Manager*
- Debby Bell *Fundraising Manager (Oct 2019 – Feb 2021)*
- Shannon Slade *PR & Communications Manager*

contents



helping more people have more good days	2-3
message from the CE & Chair	4-5
the impact we made with your support	6-7
our reach	8
harbour operational funding	9
harbour patients	10-11
what we achieved in 20-21	
increased access to palliative care	12-13
Poi collaboration	14-15
investing in our people	16-21
supporting healthcare & community groups	22-23
leveraging new technologies	24-25
future proofing	26-29
training & development programmes	28-29
with the help of our supporters	30-33
with the help of our volunteers	34-37
financials	38-40



## *helping more people* **have more good days**

When a pioneering group of volunteers set up North Shore's very first hospice 38 years ago their hope was to provide the community with much-needed specialist palliative care that wrapped around patients and their families.

Over the years the service has grown from a completely volunteer-run one-nurse, one-car operation to the multi-disciplined dedicated service it is today, staffed by more than 215 professionals, and supported by almost 1400 volunteers. But while we may be much bigger, we have always stayed true to the hopes of those very first volunteers.

Our patients and their whānau are at the heart of everything we do, and we are dedicated to delivering the best care and support we can from every corner of this organisation. All of this can only be done with your help, and that of our generous community.

What an incredible year it has been. No one could have foreseen how we'd recover after Covid-19 arrived in New Zealand more than a year ago, sending the nation into its first lockdown. The continued generosity and support of our community has not only seen Harbour Hospice survive the impact of Covid-19, but thrive. We are optimistic about our future but also mindful that we must move forward with caution.

# our heartfelt thanks to our community



Jan Nichols  
Harbour Hospice  
Chief Executive



Ann Tod  
Harbour Hospice  
Trust Chair

Despite the uncertain economic climate, we've grown as an organisation. We've cared for more patients than ever before – this year, 1,298, which is 7% up on last year. We've extended our educational impact into the community, with 140 people each month attending our Poi and education programmes. We've added a retail store to our stable of 17 Hospice Shops and their collective revenue topped the previous year's by 36.8%. And we began construction on the vital redevelopment of our North Shore facility – an ambitious \$20 million project that has been several years in the planning.

There are many to acknowledge and thank for this remarkable progress, and for ensuring specialist palliative care can remain free of charge for those in our community who need it. Firstly, you; our incredible supporters – from individuals and businesses to community groups, foundations and trusts who gift their time, talents and donations. **Without your support we simply wouldn't have been able to make the strides we have.** We'd like to make special mention of former Harbour Hospice Board Trustees Sir David Levene and Carolyn McCondach, who both sadly passed away in the time since our last annual report came out.

While Sir David Levene supported Harbour Hospice through his David Levene Foundation for well over 30 years and was instrumental in securing and developing the Hospice premises at 7 Shea Terrace, Carolyn was seen as a visionary who established the 'Light up a Life Christmas Tree Appeal', among other campaigns to raise funds and awareness for Harbour Hospice. Their energy and dedication both humbled and inspired us.

We also must acknowledge our people – our wonderful staff and volunteers who have stepped up and shown innovation and resilience in a landscape that is essentially uncharted. No matter where in the organisation we are, we've all had to change the way we work to

keep our patients, staff and volunteers safe, and the model of care we deliver looks very different to the way it looked a year ago. While our Inpatient Unit at Hibiscus Coast has remained open throughout, much of our care is delivered in the community. Home visits are made when needed, and staff have adapted to using new technology to stay in close contact with patients. This shift we knew would be necessary, with the temporary closure of 7 Shea Terrace while it was being redeveloped. But it has absolutely come into its own in the current climate, with the region in and out of different Alert Levels.

**We deliver this news with optimism, but also with a degree of caution. While expectations have certainly been surpassed this financial year, now is not the time to rest on our laurels. As this Impact Report was being prepared, Auckland was in lockdown once again with Delta spreading fast in our community and Omicron hot on its heels. All the gains we've made will begin to diminish the longer our shops are closed and our fundraising events are on hold – both vital sources of funding to make up the shortfall from Waitemata District Health Board funding.**

Population projections tell us that the number of people in our community who need us will only continue to grow. The WDHB population is projected to increase by a third, reaching 764,000 by 2034. It will also be an older population with the number of people aged 65 years and older expected to double. Our Māori, Pacific and Asian populations will grow, and we need to plan and develop our services to meet the needs of this expanding and changing population.

We are in a strong position to achieve this, but we need you by our side to continue to grow and flourish and meet our community's needs both now and in the future.

# the impact we made with your support

The global pandemic changed many things, but it didn't stop the number of people who needed our care and support. We have remained committed to delivering compassionate, specialist care throughout all Covid-19 Alert Levels, with the enduring support of our loyal community beside us.

Support for Harbour Hospice comes in many shapes and forms, and in a year where many of our traditional income streams were heavily impacted by Covid-19, this support was more important than ever. Waitemata District Health Board's crucial funding covers 51.5% of our operating income.

With a total service cost of \$14 million, we are reliant on our retail shops, fundraising events and activities, valued donors, supporters, Trusts and volunteers to enable us to raise the additional \$6.3 million net. Every gift of time, talent or donation makes a difference, and enables us to continue to provide care, free-of-charge, for the growing number of local families who need it.

**1 in 3**  
people who died in our community were cared for by Harbour Hospice



**10,577**  
home visits by our medical, nursing and family support teams



**19,657**  
phone calls made to connect patients and whānau with nurses, doctors and support teams



**172,000 hours**  
of volunteers time donated worth  
**\$3.4m** based on minimum wage

**140** people each month attended Poi\* education and service development sessions



\*Palliative Outcomes Initiative

**365** people across **2,534** days received care in our Inpatient Units



**\$4.2m net**  
raised by our 17 Hospice Shops with customer spending rising by 36.8%

up  
**36.8%**

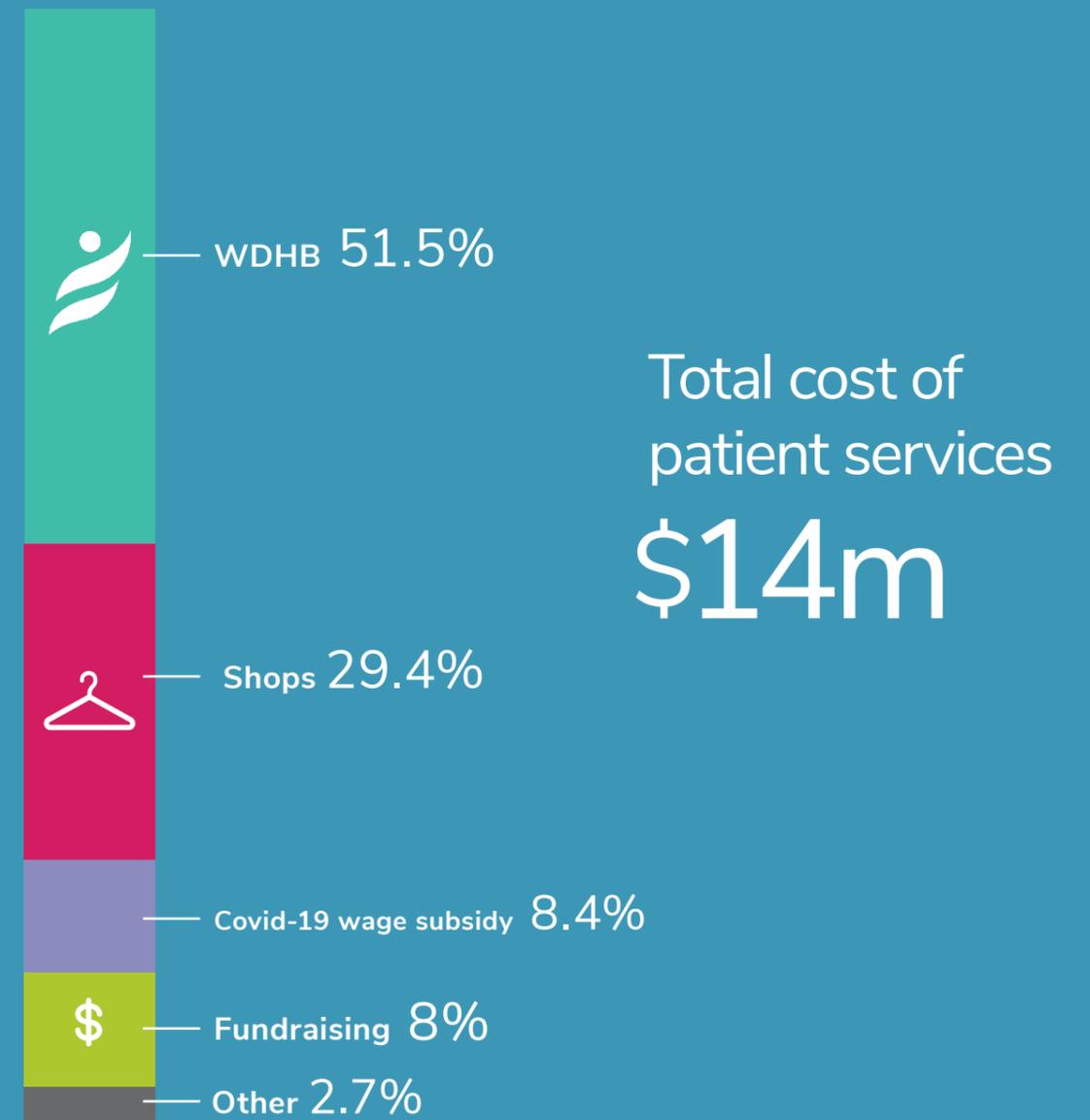


# our reach



- INPATIENT UNIT (IPU)
- COMMUNITY SERVICE HUB  
outpatient clinics  
day programmes  
support groups  
complementary therapies
- TRAINING CENTRE
- HOSPICE SHOP

# harbour operational funding



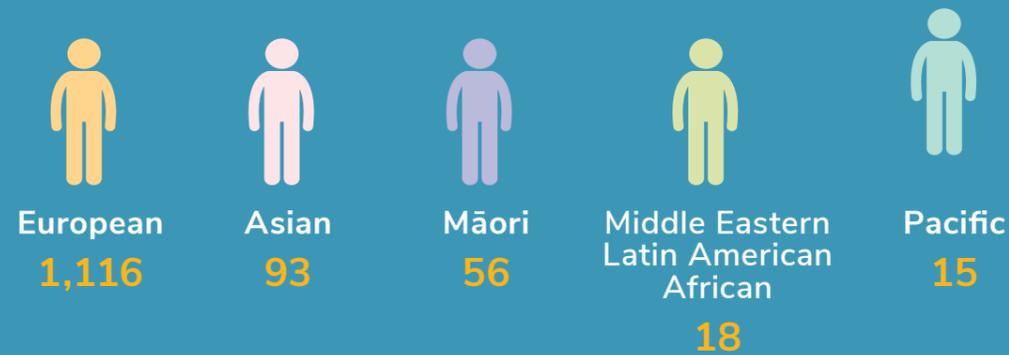
# harbour patients

## numbers

We provided care and support to **1,298** patients and their families.

North Shore	785	existing patients	new patients
Hibiscus Coast	360	342	956
Warkworth/Wellsford	153	26%	74%

## ethnicity

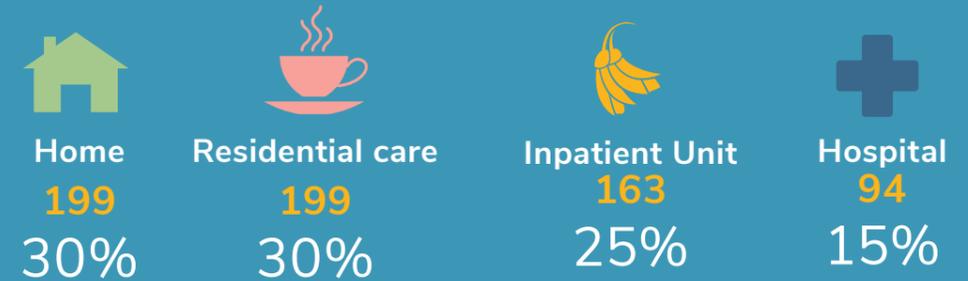


## diagnosis

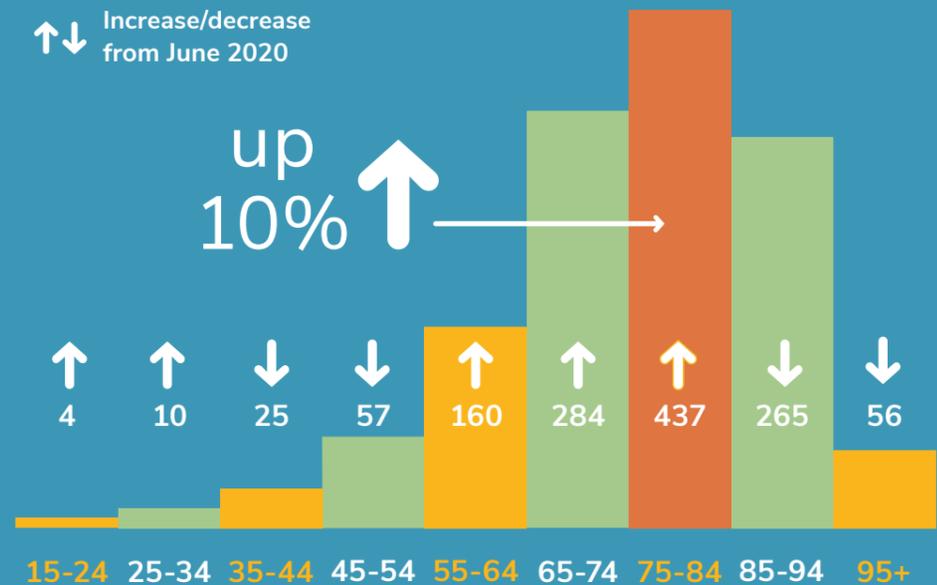
We saw an 11% increase in the number of patients with an illness other than cancer.



## place of death



We cared for patients of all ages from 15 to over 95. We saw a 10% increase in the number of patients over 75 years of age.



# what we achieved with your support

There's nothing quite as disruptive as a global pandemic, however despite the immense challenges and uncertainty of the past 12 months we've continued to make progress against our strategic goals and have completed our 2021-2024 strategy which builds on these achievements.

## we increased access to palliative care

When Covid-19 arrived in New Zealand, we assured our community that we would be there for them and their families at every Alert Level. Our care hasn't stopped. The level of compassion and professionalism we're known for hasn't faltered. **In fact, we cared for an additional 120 new patients this year, compared to last year, and reached more people with an illness other than cancer.**

The projected demand for palliative care, due to our aging, growing population was evident in the nearly 10 per cent increase in the number of patients aged 75 and over. And because death doesn't always happen in old age, we've cared for more than double the number of patients aged between 15-34.

We have also seen an increase in the number of patients who identify as Māori, Pacific or Asian, but we have more to do to ensure equitable access to everyone in our community now and in the future.



“When I look at all the people who are helping me - my friends, family, my boyfriend, my son, Hospice – I feel lucky. My spirit feels happy.”

Xiao Hua (Linda Huang) with David

Xiao Hua (Linda) Huang used to be an early childhood teacher who loved going for walks, singing and dancing. “Now every tiny action is a big job for me,” she says.

Linda, 58, has Motor Neurone Disease (MND) and is dependent on others for even basic care, like combing her hair and helping her dress. She is no longer able to walk and talk, and she communicates by text and email or, in person, with the use of an iPad.

Harbour Hospice became involved in Linda's care in December 2020, with the Family Support Team providing emotional and practical support to both her and her only adult son David so they could remain living at home together.

It was the little things that immediately made a difference, David reflects, like having hospice's Asian Liaison Social Worker recognise that his mother wanted her hospital bed in her own bedroom so that she felt more comfortable – and arranging to have it moved for her.

Hospice brought in our massage therapist for Linda, and our clinical team began monitoring her pain levels and giving advice on medications.

In August 2021 Linda went into residential aged care, but she and David are still supported by our clinical and family support teams, who continue to monitor her health and wellbeing by working alongside her care team at the residential aged care facility.

Harbour Hospice is caring for an increasing number of patients with illnesses like Linda's. In fact, 30 per cent of our patients have conditions other than cancer, and that's expected to rise.

Those with MND often feel they've lost their voice because they're no longer able to articulate themselves and Harbour Hospices' holistic approach to palliative care and wraparound support services can be particularly comforting for patients like Linda and their families.

It's thanks to your support that we can provide this life-changing level of care.

# we collaborated to increase awareness & capability

Our Poi (Palliative Outcomes Initiative) team works with general practice teams and residential care facilities, helping staff to identify patients in the last 6-12 months of life and develop strategies to improve their overall quality of life.

As part of the Poi programme, our specialist team train what's known as Link Nurses who become our palliative care nursing champions. Their role is to work alongside residential care and general practitioners to identify patients who will benefit from a palliative approach supported by the Poi specialist team. They then support those organisations and practitioners to provide good palliative care to their own patients who don't require hospice services.

We're now four years into the programme, which was developed by Auckland Specialist Hospices with funding from the Ministry of Health. And in the last year Harbour Hospice has supported more than 200 healthcare providers.

Insights taken from an external evaluation\*, found that the programme is exceeding expectations and making a positive difference to the quality of palliative care delivered across the region. "We consider that Poi has resulted in much greater than anticipated return on investment and significant health system cost savings," the evaluation said. It also found that Poi patients tend to have fewer inpatient stays and emergency department use than the broader population with palliative care needs.

GPSI (General Practitioner with a Special Interest) Caleb Goh says Poi has helped him better identify and communicate the individual needs of his patients so that their end-of-life care is tailored to them. "As a doctor, you're trying your best to fix things all the time so when you come across palliative care for the first time it's very confronting. That's what's so valuable about Poi training," Goh said.

"You learn how to change the conversation, because it's not that we can no longer do anything, it's just that we need to take a different approach. I've become more empathetic and more creative in the way I work."

\*Research by Martin, Jenkins & Associates Limited in April 2021.

**50**  
actively engaged  
Link Nurses  
are in  
our area



**93%**  
of Poi patients  
were 65 years  
or older,  
delivering on  
our goal to  
reach older  
people earlier



## the power of poi



“As a doctor, you're trying your best to fix things all the time so when you come across palliative care for the first time it's very confronting. That's what's so valuable about Poi training.” Caleb Goh

**81%**  
of those who lived  
longer than one  
month did  
not use  
ambulance  
or hospital  
services



Lead clinicians  
and nurses who  
did training  
have improved  
knowledge,  
skills and  
abilities in  
palliative care




trained by Harbour Hospice

**15**  
new Link  
Nurses

**2**  
GPSIs

**1**  
psychosocial  
intern



**52** future clinicians completed their placements at Harbour Hospice



Dr Chris Wong with patient Donald Cathey

# investing in our people

**Our people are at the heart of everything we do. They have a shared passion for our community, our patients and their whānau and care deeply about the difference they make every day.**

This dedication and drive to deliver the best care and support we can runs through every aspect of our organisation - from our frontline clinical teams, to our support and admin staff.

No matter where we sit, we live by our values of Compassionate, Professional and Inclusive care and offer many opportunities for staff to learn, share, develop and study.

We're also committed to developing clinicians of the future, supporting 52 nursing, medical and paramedic students in the last year to experience a valuable introduction to palliative care through their placement.

## Developing our leaders

We value the crucial role our leaders play in creating an environment where our people feel inspired to perform at their best and can align their passion and talent with our shared vision.

This requires us to grow and develop inspirational and capable leaders who are equipped with the skills to lead our organisation into the future.



**“ I now know how important it is to balance the leadership and management aspects of my role. The programme also helped me to better understand my own style.”**

Workshop attendee

In 2021 we developed a 'Leadership Essentials' training programme for current and emerging leaders. The two-day workshop focuses on the technical aspects of management and leadership, along with the interpersonal and emotional intelligence required to lead individuals and teams.

Following the workshops, peer coaching groups were established to integrate the learnings and provide peer support among leaders. This has been especially important in a year that's tested the resilience of everyone.

Although the programme is still in its early stages, we can already see a shift in our leaders' care and connection with their people.

To date, we've coached 27 leaders through the programme, with others set to complete this during 2022.



## Strengthening cultural understanding

This year we introduced Kotahitanga, a one-day cultural immersion experience held at Te Herenga Waka o Orewa Marae, developed to boost staff's collective understanding of tikanga, and to ensure we play a role in improving equitable access to specialist palliative care.

Alongside this are our Tikanga sessions, run by Kaiāwhina Terehia Walker. These regular online and in-person learning opportunities for all staff help to explain Māori tikanga (customs) and beliefs around death and dying. These learnings extend into real life practice with tikanga used in our Inpatient Units, including the use of blessings and the cleansing of rooms in which people have died.

“ We use karakia in our day-to-day care of Māori patients and their whānau, as well as tikanga. As a nurse it's very rewarding because you feel that extra connection with patients. Everything is done in partnership - some want tikanga followed, some don't, and some aren't sure what to do and look to us for guidance.” *Fiona Moore, North Shore IPU Team Leader*

## Acknowledging diversity

Our Cultural Intelligence series, an internal programme where staff share their culture and its approach to death and dying, serves to deepen staff understanding of cultural diversity. This has led to the development of our Inclusive Intelligence series, in which academics, palliative care specialists and community speakers from New Zealand and abroad deliver lectures on palliative care relating to groups who traditionally miss out on access to Hospice care such as Rainbow communities and people with mental health issues.

**“Staff are not just learning about other cultures but about themselves and how their backgrounds can influence the way they treat others,”**  
Clinical Education Team Leader Jo Harris says.

As a result of the Inclusive series we're changing the format of our genogram (visual mapping of the patient, their whānau and their connections) to include gender-neutral symbols to better represent and acknowledge the LGBTQIA++ community.

New Zealanders living with dementia

↑ 170,000 2050  
70,000 2021



## Improving dementia care

The number of New Zealanders living with dementia is projected to increase from 70,000 to 170,000 by 2050 and this will have a significant impact on palliative care in the future.

In fact, we are already noticing a shift at Harbour Hospice. In the past year we cared for 10 more patients with dementia than the previous year and our Palliative Outcomes Initiative (Poi) team found that in almost half the cases it advised on, dementia and/or frailty was identified as the primary illness.

## Meeting the needs of a growing number of dementia patients

We're investing in staff education. Thanks to the Merv and Ngaire Crocker Fund Scholarship, two of our Inpatient Unit nurses, Jan Buchan and Ruth Reidy, attended the Dementia Care New Zealand conference to learn more about how to provide more intuitive care for dementia patients.

We're making our patient rooms and spaces dementia-friendly and have included this in our planning for the North Shore redevelopment.

We're working hard to be formally recognised as a dementia-friendly organisation.



## Community nursing intern programme

This year we launched an internship to support registered nurses to develop specialist palliative care skills and knowledge in community nursing.

The six-week programme was created to grow the next generation of community-based hospice palliative care nurses and meet the increased need of experienced nurses across Aotearoa.

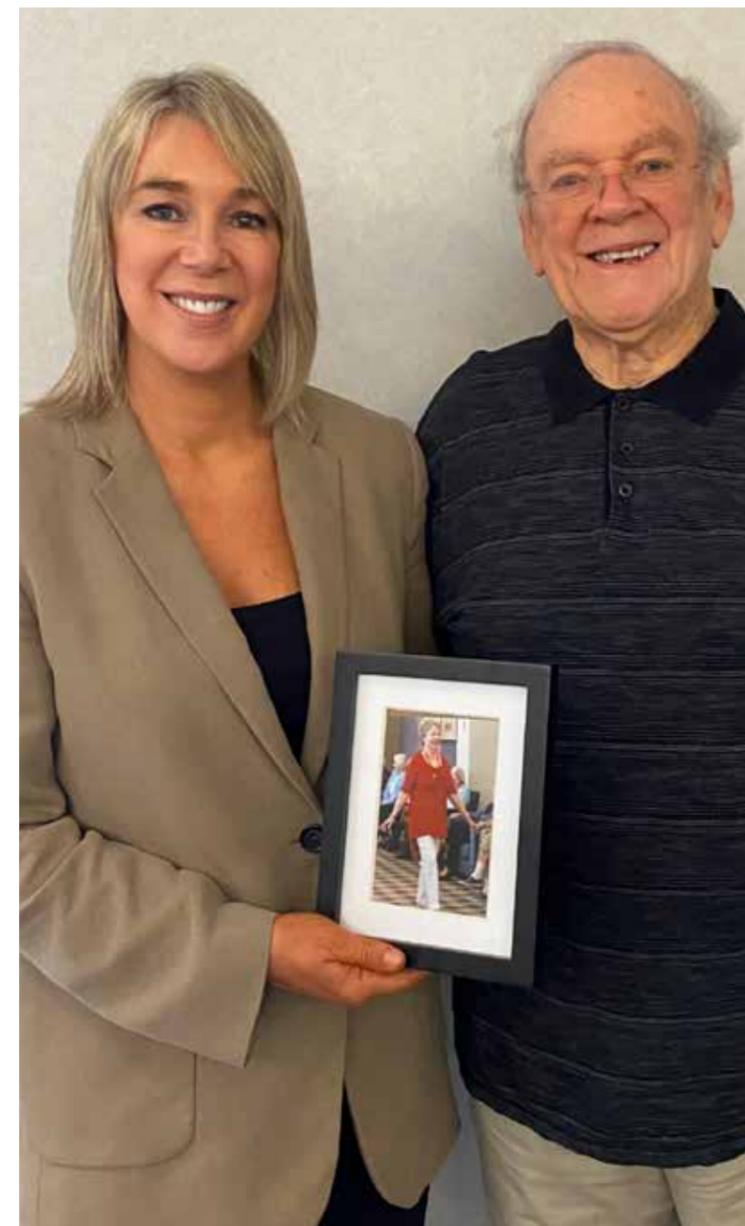
Developed and supported by Clinical Nurse Specialist Cat Chiu, four nurses have so far completed the programme.



## Growing our patient-facing volunteer workforce

An annual scholarship to further educate and train patient-facing volunteers was launched this year in memory of dedicated North Shore volunteer, Jan Vaughan, who gave 29 years of her time to Hospice.

The Jan Vaughan Scholarship was set up by the Vaughan family after Jan died in 2020. More than 250 of our 1,400-strong volunteer force work directly with patients and the scholarship will enable Harbour Hospice to meet an increased demand for these special people.



Husband Graham Vaughan with daughter Debbie Levy holding a photo of her mother Jan

## Tui House

Waitematā District Health Board  
The Grief Centre  
The Cancer Society  
Vision West Home Healthcare  
Feeling Fab Foundation



## Hibiscus House

Epilepsy NZ  
Dementia Auckland  
Age Concern  
Motor Neurone Disease Society  
Parkinson's Organisation  
Dysphagia Party  
Hibiscus Coast Grandparenting Children  
RACIP



## Takapuna

Multi-use community spaces  
available from 2023



# we supported other healthcare professionals & community groups

Our communities across Harbour Hospice support us in many ways, so it's our privilege to be able to, in turn, help other healthcare organisations and groups who need a space to connect.

At Tui House in Warkworth we've welcomed a number of Waitematā District Health Board District Nurses who work out of a separate wing with clinical rooms. They also run focus groups throughout the year from the Korowai Rooms.

The Grief Centre uses Tui House to provide counselling to private patients and referred Hospice families. The site is also utilised by The Cancer Society for its monthly support group, Vision West Home Healthcare and the Feeling Fab Foundation, which runs pamper days for bereaved women and many others.

Hibiscus House also hosts a range of groups including the monthly Rodney Community Health Professional Network Group. The forum allows us to share updates with local health organisations about our service and gain insights into theirs. The meetings are attended by Epilepsy NZ, Dementia Auckland, Age Concern, the Motor Neurone Disease Society, Parkinson's Organisation, Dysphagia Party and new to the group, Hibiscus Coast Grandparenting Children.

A quarterly meeting for Residential Aged Care Integration Programme (RACIP) is also run from Hibiscus House. The programme is designed to integrate care for older people living in aged care facilities and to support Residential Aged Care staff.

Our new redeveloped Hospice in Takapuna set to officially open in 2023 has also been designed with multi-use community spaces in mind.



The digital transformation brought on by Covid-19 has been phenomenal. For an organisation that holds personal connections at its core, we were catapulted into a fully digital workplace, with technology critical in everyone's role.

Now, fully embedded into our everyday, technology is a vital part of our strategic planning to enable us to further utilise digital solutions to enhance how we care for patients and their whānau and improve the way our people work.

When the first lockdown hit, our priority was to ensure that we could continue to connect safely with each other and our patients, online. Additional mobile devices were deployed, business communication and collaboration software Microsoft Teams was launched, everyone was introduced to Zoom and safe and functional at-home work spaces were set up at pace.

While it was a lot for our teams to adapt to, remote (mixed with onsite) working quickly became second nature and technology no longer sits in the background – it's critical to the way we work in every part of the organisation.

## Keeping teams connected and information safe

Covid-19 restrictions have been particularly challenging for our frontline clinical staff. Technology will never take the place of face-to-face human connection, however it can bring more patients closer to those who care for them – just in a different way.

This year we delivered Microsoft Surface Pros to all our clinical staff, enabling our nurses, doctors and support teams to work any time, anywhere from one device.

“My Surface Pro has allowed me to work fluidly from the office, in the community to home and I couldn't work without it now.”

Amelia De Sousa  
Clinical Nurse Specialist

We also made other advancements to improve connectedness, efficiencies, cyber safety and security and more:

- A device management application was configured to control and manage our technology
- New web-based applications and systems were introduced in our support areas to further streamline processes and enhance online working
- Mandatory, regular cyber security training is in place for all staff
- Test 'phishing' attempts are continuously sent to staff to keep them up-to-date on what fraudulent emails look like, and to strengthen our cyber security defences
- Monitoring systems were added to our security protocols
- Staff training was prioritised to better adjust to this new way of working.

## Continual improvements underway

Like many, this rapid transformation has forced us to think about the role technology plays in our workplace post-pandemic. Hybrid working models are fast becoming normal, with little to no impact on productivity and huge benefits for our people from zero commute times to flexible hours.

As we look ahead, we are focused on improved ways to keep our information safe, leverage our current technology to streamline and enhance our systems and online presence, improve mobility, collaboration and communication, and make it easy for our staff to access the information and resources they need to do their work wherever they are. All the while ensuring that we design and implement the technology needed to support the growth we expect to see over the next 10 years.

# we future proofed to meet growing demand

If you've driven or walked past 7 Shea Terrace, Takapuna in the last year you would've noticed our major construction project that's well underway. In March 2021 we started on this bold mission to transform our current facilities on the North Shore to meet the growing, urgent demand of those needing care in our community.

As with any building project of this size, we have faced many challenges but nothing could prepare us for the unknown impacts caused by the Covid-19 pandemic. Although our project team was unable to come onsite during lockdowns, we stayed positive – buoyed by our community's unwavering belief in this project and the support that individuals, trusts, businesses and community groups continued to show us.

We also couldn't undertake this bold venture without the professionalism, patience and adaptability of our clinical, community and support teams who have worked tirelessly to ensure that patient and whānau care remains at the highest level. They've also had to navigate working remotely or from our temporary space at 1 Shea Terrace, Takapuna, while continuing to face the personal and professional pressures of providing care in a pandemic.

That care has not stopped. In fact, we delivered care to more local families over this period. It was the resilience of our staff, and the commitment of our donors and supporters that kept us afloat and enabled us to move forward with this vital project.

**Without our community behind us, this project simply couldn't happen.**

To find out how you can support this vital project, email our Capital Campaign Manager, Kate Thompson at [Kate.Thompson@harbourhospice.org.nz](mailto:Kate.Thompson@harbourhospice.org.nz)

*more support more care more comfort*

## Our redeveloped Hospice will include:

- State-of-the-art community centre
- 15 patient rooms
- 2 overnight whānau bedrooms
- Full commercial-grade kitchen
- Community training room
- Improved clinical facilities and workspaces
- Modern outpatient, consultation and education rooms



\$7.6m  
received

of our \$10m  
fundraising target

\*as of 30 June 2021



by 2034

your help will be needed  
to care for at least  
**another 300**  
patients and  
their whānau  
each year



demand for  
palliative care  
across our region

in the next  
12 years  
up  
50%



in the next  
40 years  
up  
90%



“ It is an honour and a privilege to be able to create a space in which health professionals and academics of the future can meet and gain inspiration to continue the Seelye legacy”

Jan Nichols,  
Harbour Hospice  
Chief Executive



Artist impression

## a special place to learn, grow & be inspired

A crucial aspect of our new facility will be its ability to facilitate training and development programmes.

The completed site will feature a purpose-designed training room to deliver a range of clinical education programmes for staff, volunteer training and inductions, orientation programmes for medical students, and training and support for the wider healthcare community.

It's thanks to the generosity of The Ralph & Eve Seelye Charitable Trust, which has a particular interest in education and has gifted \$750,000 towards the completion of the Training Room, that this is possible.

The late Ralph and Eve Seelye, after whom the Training Room will be named, were highly regarded in the academic and medical professions - Ralph as a university lecturer and Eve, who migrated to New Zealand from Vienna, Austria just as the war was breaking out in 1939, as a leading anaesthetist. After Ralph's death in 2002 Eve set up the trust with the support of the couple's then neighbour, Trust Chair James Hill.

Ralph and Eve did not have children and determined that their legacy should be around education and helping those in need, Hill says.

When Ralph became ill in the early 2000s, he received care through St Joseph's Mercy Hospice (now known as Mercy Hospice). Harbour Hospice Chief Executive, Jan Nichols, held the same role at Mercy at the time and came to know Eve further by developing a partnership with the trust. When Eve became ill a few years after Ralph died, Jan and the hospice team continued to visit her.

“Ralph and Eve Seelye were a most humble and inspiring couple,” Nichols says. “They never took anything for granted – their education, the great outdoors, their garden, their careers, their friends and each other. It is an honour and a privilege to be able to create a space in which health professionals and academics of the future can meet and gain inspiration to continue the Seelye legacy.”

# you helped secure our future

The Harbour Hospice Development Foundation invests your support to secure the future of your hospice. This year an incredible \$4.7m was gifted, including a significant gift from local John Dyer whose motivation to give was sparked at just 13 years of age.



John

Without the generosity of people like John Dyer we simply wouldn't be able to provide the level of care that we do for patients and their whānau.

If you're a Browns' Bay local, chances are you would have seen John out and about. He loved his daily walks through the village and could often be seen in his garden.

His friend Trish Craven remembers him as a gentle man who was loved by all who knew him. "He loved his ballroom dancing and golf too," she remembers. "And we all had a lot of time for him. We'd always invite him up for a cup of tea."

In November 2019, John, a retired carpenter, died at the age of 85 and left a third of his estate to Harbour Hospice in his Will. The reasons behind legacy gifts can often be deeply personal and in John's case, his was motivated by the death of his mother when he was a child.

Trish explains, "John's mother died from cancer when he was only 13. He'd always had a great love of his mother and her death impacted him deeply."

John, who was the oldest of five siblings and never married or had children, had made a promise to himself that when he died he would give all he had to charities that supported cancer patients and children.

We are incredibly grateful to John for his kindness.

Leaving a gift in your Will to Harbour Hospice creates a lasting legacy that has an insurmountable impact on our patients and their families.

All of this money sits in our Harbour Hospice Development Foundation to future proof hospice.



Lindsay & Bill

Oceanbridge Shipping Ltd. Managing Director Bill Speedy and his wife Lindsay have supported us for many years, with Bill encouraging other businesses to give back if they're able to do so.

This year they made a significant contribution towards our North Shore redevelopment project, and also donated an additional \$25,000 raised at their annual golf tournament charity fundraiser.

“My brother Pete, who died from prostate cancer five years ago, started the Oceanbridge golf tournaments. We've carried them on because they're such a great thing to do, and everybody who participates feels good about themselves. I would encourage any business to give back if they can.” Bill Speedy



Lindsay, Bill & Jan Nichols

# thanks to you

*our care continued*

None of what we're able to achieve could be done without the incredible generosity of our supporters. That support comes in many forms, and this year when we needed you more than ever, you were there.

Despite continued uncertainty forcing the postponement of some of our regular fundraising events, our generous donors, individuals, businesses, organisations and trusts donated \$1.15 million (net) to enable us to continue to make a difference in our community. You've let us know that you're 100 per cent behind us.

Every donation big or small makes a difference and is carefully put to work where it's needed most, ensuring care remains free of charge for more than 350 patients and families every day.

Virtual events have continued to be popular with many taking on the challenge, rallying their friends and family to get behind their incredible efforts. It's not only our patients and families who benefit, with many locals using these vital fundraisers to remember a loved one or work through their grief and loss, supported by those closest to them.

“It gave me something to focus on and got me out of the house every day. In many ways it helped me start to work through my grief.” Bridget Ayris



Bridget Ayris and her team raised over \$13,000 in our Tour de Backyard challenge, in memory of her late husband Barney.

Bridget & Barney



## 200 donors gave monthly

Our incredible donors, who give regularly through our Friends of Hospice membership, helped us retain much-needed continuity in a climate that has never felt more unsettled.

More than 200 locals open their hearts each month, and we hope to welcome more of you in the coming year.



“I feel great about supporting Hospice patients. I can't afford big donations, so giving monthly is perfect for me. And it's an easy and secure option.”

David Miller, Friends of Hospice member



# we did this *with the help of our volunteers*

Back in 1983 a group of volunteers, working out of one tiny room, opened the very first hospice in the Harbour Hospice area. They are as vital to our service now, as they were back then.

Run by volunteers, North Shore Hospice (as it was then known) employed their first nurse 1987 who cared for 30 patients in her first year. Hibiscus House in Red Beach and Tui House in Warkworth then followed with the three entities merging to become one in 2018. Now, we have close to 1,400 big-hearted locals giving their time and skills to Harbour Hospice.

The pandemic has been particularly difficult for these special people who gain so much from the connections they create and the impact they make through their work. Despite going in and out of lockdowns, we've retained volunteer numbers.

Support in our shops has, in fact, increased, thanks to an overwhelming response to a call-out for help after Level 4 lockdown in 2020. More than 80 incredible humans stepped forward and many chose to stay with us. We extend gratitude to every volunteer who has recently joined us and give special thanks to those who have marked a significant milestone in their role as a Harbour Hospice volunteer.



“I’ve always liked the fact that hospice is for everybody, no matter how much money you have or don’t have. I’ve always felt it’s a worthy cause. And I’ve liked working with the other volunteers because they feel the same way too.” Nancie Giblin, Ellice Road Harbour Hospice Shop volunteer , 30 years service

172,000 hrs  
of volunteers time donated worth  
\$3.4m based on minimum wage

Retail volunteers make up  
72% of our volunteer family  
up 8% on last year



“It’s a real privilege when people ‘let you in’. I have had some gorgeous patients over the years, and I honestly think I have received more pleasure from them than I have given.” Jenny Howlett, Warkworth volunteer, 25 years service

“Just because someone is ill it doesn’t mean they stop being, thinking, living. The most important thing is being able to listen to what is said, and what isn’t.” Nancy Sirisena, Community visitor, 15 years service



“I always walk out of Hospice a very humble guy. Whatever you think your problems are, that puts them in perspective.” Bob Wainhouse, Day programme pianist, 10 years service

“Volunteering at the IPU helps me feel close to her. Sometimes when there’s no one in the room that Margaret (my wife) was in I step inside and stand there in the quiet.” Jon Markey, Hibiscus Coast volunteer, 5 years service



## A snapshot of life as a patient-facing volunteer

From at-home support and companionship, working in the IPU, helping out with day programmes, recording life stories to driving patients to medical appointments, the role of patient-facing volunteers is diverse and vital.

The reasons why people volunteer are also so unique and often give those who so generously donate their precious time more than they could ever imagine.



“ I love being able to offer the patients and their families a cup of tea. It sounds like a simple thing to do, but having a cup of tea is very therapeutic. When people come to hospice for the first time there is often an element of fear and anxiety because their care setting has changed.



If a patient has arrived by ambulance their family comes in harried; there is a lot going on in their head. It's more than offering a cup of tea, it's an act of soothing, a way of calming.”

Dora Mak, Hibiscus Coast volunteer and former oncology nurse, 5 years service

## Commitment to personal and professional development

As the demand on our service grows, so too does our need for more skilled volunteers who can work directly with patients.

This year 545 volunteers attended training and education sessions. This number was up an incredible 60% on last year and can be attributed in part to the creation of a new part-time role, Clinical Educator for Volunteers, to provide further opportunities for personal and professional development.

Registered nurse Sarah Wainhouse dedicates two days a week to this role, organising regular education and support sessions that cover Covid-19 infection control, difficult conversations and boundaries, Māori tikanga around death and dying, self-care and the End of Life Choice Act and more. The success of these workshops will see them run annually.

We have also seen a marked increase in attendance of our optional two-day Fundamentals in Palliative Care course, which helps to give an understanding of the impact of Hospice in our community, and two-day Spiritual Care Course.

Our volunteers are highly engaged, and value being put in front of our palliative care specialists and being given the opportunity to ask questions, discuss concerns and support each other.

Volunteer Dora Mak regularly attends reflective practice sessions and says, “We share what we've enjoyed, what we've found difficult and what we could do better, as well as how we could better support one another. The staff are so helpful and you feel like you're really making a difference.”



“ The workshops help you realise you're part of a much bigger picture. It's that sense of community you get.”

Sue Macklin, volunteer, 3 years service

545 total attendance at volunteer training sessions (patient-facing, retail & others)

up 60% on last year



Harbour Hospice Trust is a registered charity under the Charities Act 2005. The following summarised figures have been extracted from the full audited financial statements of the Harbour Hospice Trust or from the underlying records of the Harbour Hospice Trust and Harbour Hospice Development Foundation. These are consolidated in our financial statements.

For the year ended June 2021 the consolidated cost of providing Hospice care services in our community exceeded the income generated through the Waitemata District Health Board funding by \$6,329,159.

Despite the ongoing uncertainties created by Covid-19 we were able to offset much of this deficit through the strong performance of our retail shops which generated \$4,231,755 net income, up 36.8% on 2020 and our fundraising efforts which generated \$1,152,027 net despite being unable to hold our largest annual event, Vintners' Brunch, due to Government restrictions.

As well as our own fundraising activities, we claimed the Government's Wage Subsidy Scheme and additional Resurgence Support Payment to offset the ongoing impact of the pandemic on retail and fundraising\*. As a result our operating Trust reported a surplus of \$447,964.

Our Development Foundation holds the buildings in which the Trust provides its services. It also funds any operational shortfalls that the Trust may generate. The Foundation receives income through Gifts in Will and dedicated fundraising campaigns for specific, identifiable capital and strategic projects. All funds are invested wisely to ensure a sustainable and stable future.

In 2021 the Foundation received a total of \$4,773,814 for our Shea Terrace redevelopment project. Including investment returns and project costs for the redevelopment project, the Foundation generated a net surplus of \$5,258,194.

The Group has therefore posted a net surplus, prior to the revaluation of its properties, of \$5,706,158.

Three of our four properties were revalued at 30 June 2021 with a revaluation increase of \$7,597,866 being processed.

At 30 June 2021 Harbour Hospice Trust had cash and term deposits totalling \$19,918,168.

The significant majority of the cash and term deposit balance is committed to the Shea Terrace redevelopment project which began in March 2021 and is expected to be complete in early 2023.

**\*These funds, and the 2021 surplus, have proved invaluable as during the second half of 2021 (beginning of the new financial year) there was an extensive period when our shops could not trade and fundraising was curtailed due to the Auckland Covid-19 Delta outbreak.**

**We anticipate a significant operating deficit in the new financial year.**

# harbour financials

## Harbour Hospice Trust

WDHB core contract (gross)	\$6,895,490
WDHB innovation funding (Poi)	\$523,107
Operational Funding Deficit	\$(6,329,159)
Retail (net)	\$4,231,755
Fundraising (net)	\$1,152,027
Covid-19 Relief & Wage Subsidy	\$1,207,429
Other	\$390,496

## Harbour Hospice Foundation

Gifts in Will & building donations (net)	\$4,773,814
Investment & interest returns	\$897,772

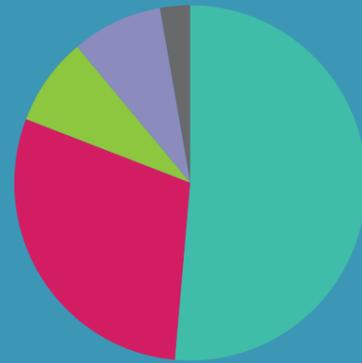
<b>Reported net surplus</b> (consolidated before revaluation of property & impairment)	<b>\$5,706,158</b>
-------------------------------------------------------------------------------------------	--------------------

<b>Total comprehensive revenue &amp; expenses</b> (after revaluation of property & impairment)	<b>\$13,304,024</b>
---------------------------------------------------------------------------------------------------	---------------------

# Where does our money come from?

## Operational funding source

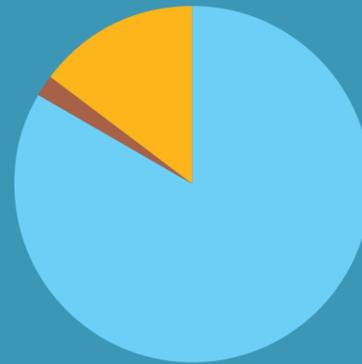
WDHB	51.5%
Retail (net)	29.4%
Fundraising (net)	8%
Covid-19 Wage Subsidy	8.4%
Other (includes West Auckland)	2.7%



## Foundation income

How the Harbour Hospice Development Foundation received reserve, building and capital expenditure funds in 2021.

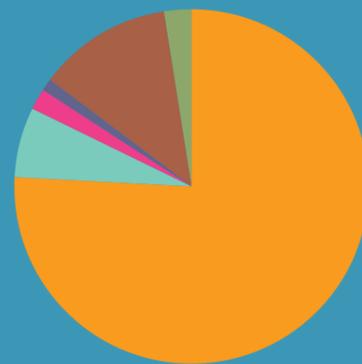
Gifts in Will & building donations	83.5%
Finance income	1.9%
Investment	14.6%



# Where does our money go?

## Operational funding expenditure

Caring for patients	76.1%
Support services	6.2%
Facilities & buildings	2.0%
Education & training	1.2%
Administration	12.1%
Depreciation	2.4%



**thank you**  
for supporting  
our essential  
services

Charitable Trusts and Foundations play a vital role in helping meet the challenging funding shortfall we face every year. Grants received in the last year helped us deliver community and inpatient nursing care, spiritual and social support, education, support for our dedicated volunteers, buy essential items that make life better for patients and their families, and to redevelop and fit out our North Shore facilities.

Every dollar given by the following Trusts and Foundations in the last year has made a significant difference.

- AK Franks Charitable Trust, proudly managed by Perpetual Guardian
- ARA Lodge No 348 IC Charitable Trust
- BlueSky Community Trust
- Boyd Clarke Foundation
- Charles Rupert Stead Charitable Trust, proudly managed by Perpetual Guardian
- Constellation Communities Trust
- Dairy Flat Community Trust
- David Levene Foundation
- Dorothy Williams Charitable Trust, managed by Public Trust
- Dragon Community Trust
- Estate of Kathleen Alice Boyd, Trustees Executors
- Four Winds Foundation
- Freemasons Foundation
- Grassroots Trust Ltd
- Hasbro NZ
- Hibiscus and Bays Local Board
- Hugo Charitable Trust
- Jogia Charitable Trust
- Kelliher Charitable Trust
- Lister Presbyterian Health Trust
- Lottery Auckland Community
- Louisa & Patrick Emmett Murphy Foundation, managed by Public Trust
- Maurice Paykel Charitable Trust
- Milestone Foundation
- Ministry of Social Development
- New Zealand Community Trust
- Norah Hamblin Memorial Trust
- North & South Trust Ltd
- NR & JH Thomson Charitable Trust, proudly managed by Perpetual Guardian
- Oxford Sports Trust
- Pub Charity Ltd
- Ralph & Eve Seelye Charitable Trust
- Raymond Wilson and Perpetual Guardian, in collaboration with the Institute of Directors New Zealand
- Rodney Health Charitable Trust
- Rural Communities Trust
- Skills4Work
- The Douglas Charitable Trust
- The Lion Foundation
- The Reed Charitable Trust, managed by Public Trust
- The Trusts Community Foundation
- The Wilfred and Katherine Evers-Swindell Trust
- Upper Harbour Local Grants Board
- W and W.A.R Fraser Charitable Trust
- Walter and Rana Norwood Charitable Trust
- Zelda Roberts Charitable Trust, managed by Public Trust

**Kia hora te marino,  
kia whakapapa pounamu te moana,  
kia tere te kārohirohi i mua i tou huarahi, ā,  
ko tou hoa haere ko te rangimarie**

**May the calm be widespread,  
may the ocean glisten like greenstone,  
may the shimmer of light  
dance across your pathway  
and may peace itself be your travelling companion**



[harbourhospice.org.nz](http://harbourhospice.org.nz)